

**POSITION DESCRIPTION****Rvsd 1/17/20**

DOA-15302 (C07/2015) PREVIOUSLY OSER-DMRS-10 State of Wisconsin Department of Administration/Division of Personnel Management	1. Position No. <b>013634</b>	2. <b>Cert</b> / Reclass Request No. <b>20-8444</b> Effective:	3. Agency No. <b>566</b>
4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Wisconsin Department of Revenue Division of Technology Services (DTS) Customer Service Bureau Customer Support Center Section Workstation Support Unit 2135 Rimrock Road, MS 4-224 Madison, WI 53714		
6. CLASSIFICATION TITLE OF POSITION  <b>IS Technical Services-Senior</b>			
7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT <b>Claudia Laak, IS Technical Services-Senior</b>		
9. AGENCY WORKING TITLE OF POSITION <b>Desktop/Workstation Support</b>	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES <b>Yanmira Roswell Yustiz, IS Technical Services Senior</b>		
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR <b>William Christianson</b> <b>Management Information Chief</b>	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?		
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes [ ] No [ X ] IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM			

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

**SEE ATTACHED**

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

**SEE ATTACHED**

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

- a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [ X ] general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

18. Signature of Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

POSITION SUMMARY (Line 14)

This is an objective level Information Technology (IT) Workstation Support Unit position. It is responsible for providing technical hardware, software, and system support for desktops, laptops, Local Area Network (LAN), Wide Area Network (WAN), printers, and mobile devices. It performs work related to the installation, maintenance, upgrade and problem resolution of desktop and laptop systems, including operating systems software and applications software. It also provides support to resolve printer connectivity issues. In addition, it is responsible for answering questions, and providing technical direction to Department of Revenue (DOR) Employees who contact the DOR Service Desk for technical assistance. This position communicates and coordinates extensively with a wide variety of DOR employees.

This position functions under general supervision of the IT Customer Support Center Section Chief.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

- 45% A. Provide technical hardware, software and system support for desktops, laptops, LAN, WAN, printers, and mobile devices in person and via the phone in accordance with an agency-wide standard processes.
- A1. Provide technical support and problem resolution for desktops, laptops, LAN, WAN, mobile devices and printers.
  - A2. Implement onsite and remote software and hardware changes and upgrades to Desktops, laptops, printers, and mobile devices.
  - A3. Provide advanced technical consulting support to DOR Service Desk and other IT staff supporting the resolution of complex computer equipment, network and/or software problems, including mobile devices.
  - A4. Utilize the DTS Change Management process when deploying upgrades and fixes to DOR computer software.
  - A5. Consult/communicate with all affected DOR Divisions regarding system changes and issues.
  - A6. Assist other workstation support staff in performing problem resolution for DOR computer problems.
  - A7. Troubleshoot and assure resolution of problems concerning Voice over Internet Protocol services and equipment.
- 35% B. Perform the following DOR Service Desk tasks using IT tools and software.
- B1. Utilize service management software (e.g. Cherwell) to maintain a log of problem determination/resolution activities for tracking and preventative action. Verify the log entries of other staff to ensure standards and procedures are maintained.
  - B2. Monitor status of all problems and initiate appropriate follow-up action as required. This includes one-on-one instruction, frequently asked questions, tips and tricks information.
  - B3. Communicate to Business managers, IT managers, other technical service staff and IT department customers regarding outages (hardware, software, networks, etc.) or implementation of new technology.
  - B4. Develop and gather statistics on Service Desk performance measurements by using reporting tools to create reports for management. (e.g. System Center Configuration Manager and Cherwell)
  - B5. Using IT technology tools, remotely deploy basic applications/software onto individual computers. (e.g. System Center Configuration Manager, User State Migration Tool, and PowerShell)

- 20% C. Other tasks as assigned
- C1. Train other technical staff regarding systems and the use of the service management on-line problem determination/resolution system.
  - C2. Attend appropriate training courses and read technical publications to maintain a high level of technical knowledge.
  - C3. Monitor equipment performance and coordinate required maintenance with vendors in a timely manner.
  - C4. Provide management reports on equipment locations, status, maintenance, etc.
  - C5. Write and edit technical manuals and procedures for multiple Information Technology service areas. Create and maintain installation protocols, users' information, hardware manuals, software manuals, and other related documentation to support Technical Staff and aid users in using hardware and software.
  - C6. Serve on a variety of technical committees and projects.
  - C7. Assist management in completion of specially assigned projects as well as lead projects if assigned.

### KNOWLEDGES, SKILLS AND ABILITIES

- 1. Technical knowledge of key hardware/software aspects of LAN, WAN and computer networks.
- 2. Ability to work with Microsoft (MS) Windows operating systems and Office 365 in a LAN environment.
- 3. Thorough knowledge of WAN, LAN and computer applications, including work flow, system interdependencies, computer deployments, etc.
- 4. Ability to perform problem determination and resolution activities for LAN, WAN, computer networks, and desktop computer hardware and software.
- 5. Knowledge of operating system software and network components.
- 6. Knowledge of general analytical and troubleshooting procedures to help users resolve technical issues.
- 7. Knowledge of Windows computer hardware systems and peripherals.
- 8. Ability to work with various desktop applications/software, such as MS Office Suite, MS Outlook, Skype for Business and desktop publishing packages.
- 9. Strong oral and written communication skills, and an ability to communicate well with a non-technical user base.
- 10. Ability to work in a team oriented, collaborative environment.
- 11. Knowledge of anti-virus, anti-spyware (e.g. CrowdStrike), personal firewall applications and drive encryption software (e.g. SecureDoc).
- 12. Knowledge of internet connectivity problems and wireless networking.
- 13. Knowledge of current digital audio-visual (AV) systems.
- 14. Project management methodologies and software skills and abilities.
- 15. Knowledge of needs assessments, research techniques and resources.
- 16. Knowledge of customer service principles, methodologies, techniques and systems.

**Special Qualification:** Ability to lift up to 45 pounds with or without an accommodation is required.